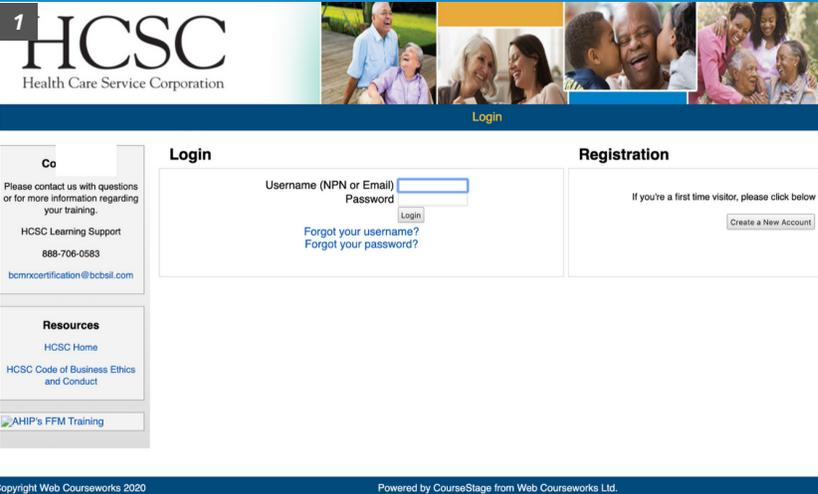


# ✓ HOW TO CERTIFY

# BCBS OF IL, NM, OK, TX

## Directions

### EXAMPLE OF BCBS CERTIFICATION



1

**HCSC**  
Health Care Service Corporation

Login

**Login**

Username (NPN or Email)   
Password   
  
[Forgot your username?](#)  
[Forgot your password?](#)

**Registration**

If you're a first time visitor, please click below to

**Co**

Please contact us with questions or for more information regarding your training.

HCSC Learning Support  
888-706-0583  
bcmxcertification@bcbsil.com

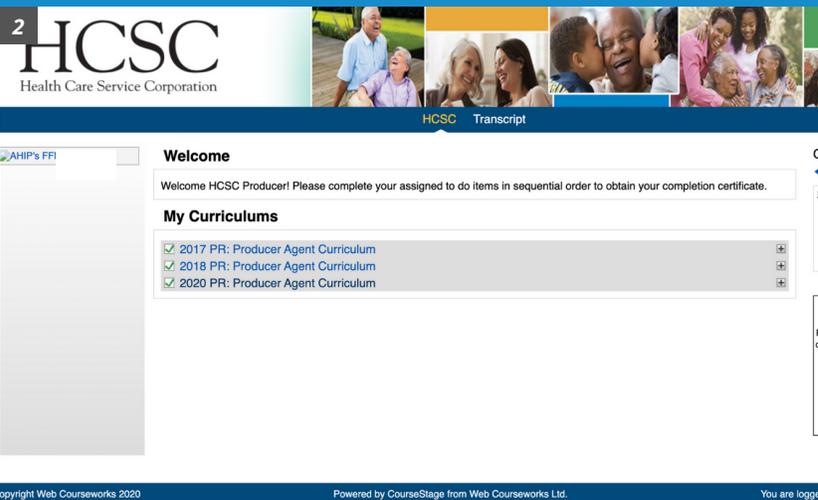
**Resources**

HCSC Home  
HCSC Code of Business Ethics and Conduct  
AHIP's FFM Training

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### STEP 1:

- Log into the [BCBS of IL, NM, OK & TX](#) agent certification portal.
- If you do not have an account, click **Create a New Account** and follow the instructions to register for the certification portal.



2

**HCSC**  
Health Care Service Corporation

HCSC Transcript

**Welcome**

Welcome HCSC Producer! Please complete your assigned to do items in sequential order to obtain your completion certificate.

**My Curriculums**

- ✓ 2017 PR: Producer Agent Curriculum
- ✓ 2018 PR: Producer Agent Curriculum
- ✓ 2020 PR: Producer Agent Curriculum

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### STEP 2:

- On the Producer homepage, select **2020 PR: Producer Agent Curriculum** under the **My Curriculums** section.



3

**HCSC**  
Health Care Service Corporation

HCSC Transcript

✓ **2020 PR: Producer Agent Curriculum**

**Courses**

- ✓ AHIP Medicare Training
- ✓ 2020 Sales Agent Requirements Course
- ✓ 2020 MAPD/PDP Course
- ✓ 2020 MAPD/PDP Exam
- ✓ 2020 Producer Certification Form
- ✓ 2020 Producer Amendment

**Certification**

- 2020 PR: Producer Agent Curriculum

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### STEP 3:

- Under the **Courses** section, select **AHIP Medicare Training**.

# ✓ HOW TO CERTIFY

# BCBS OF IL, NM, OK, TX

## Directions

### EXAMPLE OF BCBS CERTIFICATION

This screenshot shows the AHIP Medicare Training (Recertification) page. The page header includes the AHIP logo, the text 'Medicare Fraud, Waste and Abuse', and the HCSC logo. The main content area is titled 'AHIP Medicare Training (Recertification)' and contains a 'Completion Transmission' section with a 'Transmit' button. Below this, there are sections for 'AHIP Medicare Training (Recertification)' and 'AHIP Fraud, Waste & Abuse Training', both with checkmarks indicating completion. A 'Credits' section is also visible.

#### STEP 4:

- You will be redirected to the AHIP site and be prompted to transmit your AHIP certification to BCBS of IL, NM, OK, TX.
- Click **Transmit**.

This screenshot shows the HCSC 2020 PR: Producer Agent Curriculum page. The page header includes the HCSC logo and the text 'Health Care Service Corporation'. The main content area is titled '2020 PR: Producer Agent Curriculum' and contains a 'Courses' section with a list of courses, including 'AHIP Medicare Training', '2020 Sales Agent Requirements Course', '2020 MAPD/PDP Course', '2020 MAPD/PDP Exam', '2020 Producer Certification Form', and '2020 Producer Amendment'. A 'Certification' section is also visible.

#### STEP 5:

- Return to the Producer Agent Curriculum section on the carrier website.
- Select **2020 Sales Agent Requirements Course**.

This screenshot shows the 2020 Sales Agent Requirements Course page. The page header includes the HCSC logo and the text 'Health Care Service Corporation'. The main content area is titled '2020 Sales Agent Requirements Course' and contains a 'Next Steps' section with instructions on how to continue the training. Below this, there is a 'Contact Us' section with contact information for HCSC Learning Support. The main content area also features a large image of a man and a woman sitting together, with the text '2020 Sales Agent Requirements Course' and 'Through It All.' overlaid. A 'NEXT >' button is visible at the bottom right.

#### STEP 6:

- The training course will begin. Use the **Next** and **Prev** arrows to navigate through the course.
- When you have reached the end, follow the blue **click here** link to return to the home page.

## Directions

### EXAMPLE OF BCBS CERTIFICATION

**7 Steps** Review Mode

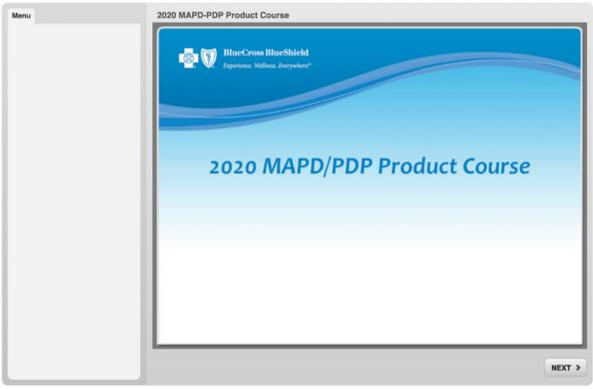
To review your progress or continue your training plan, [click here](#) or on the HCSC logo to return to the home page.

**HCSC Support**

**Contact Us**

Please contact us with questions or for more information regarding your training.

HCSC Learning Support  
888-706-0583  
[bcmxcertification@bcbsil.com](mailto:bcmxcertification@bcbsil.com)



#### STEP 7:

- Return to the Courses section and select **2020 MAPD/PDP Course**.
- Use the **Next** and **Prev** arrows to navigate through the course.
- Once you have finished, return to the Courses section of the curriculum.

**8 HCSC** Health Care Service Corporation

HCSC Transcript Course (2020 MAPD/PDP Exam)

**Next Steps**

To review your progress or continue your training plan, [click here](#) or on the HCSC logo to return to the home page.

**HCSC Support**

**Contact Us**

Please contact us with questions or for more information regarding your training.

HCSC Learning Support  
888-706-0583  
[bcmxcertification@bcbsil.com](mailto:bcmxcertification@bcbsil.com)

**MAPD/PDP Exam**

MAPD/PDP Exam

Attempts allowed: 3  
Grading method: Highest grade

**Summary of your previous attempts**

Attempt	Completed	Marks / 23	Grade / 100	Feedback
1	Friday, July 12, 2019, 03:51 PM	21	91.3	Please proceed to the main training page to proceed with your training.

**Highest grade: 91.3 / 100.**

**Overall feedback**

Please proceed to the main training page to proceed with your training.

#### STEP 8:

- Select **2020 MAPD/PDP Exam**.
- The exam consists of 23 questions and you have 3 attempts to achieve a passing score.

**9** HCSC Transcript Course (2020 MAPD/PDP Exam)

**MAPD/PDP Exam - Attempt 2**

**1** Marks: 1  
A sales agent may call customer service and request a billing option change without the client being on the phone.  
Answer:  True  False

**2** Marks: 1  
A potential member's Initial Enrollment Period is a 7 month period (This seven-month period begins three months before the 65th birthday, includes the month the member turns 65, and ends three months after they turn 65).  
Answer:  True  False

**3** Marks: 1  
Medicare beneficiaries may join Blue Cross Medicare Advantage if they are entitled to Medicare Part A, enrolled in Medicare Part B, and live in the service area.  
Answer:  True  False

**4** Marks: 1  
The HCSC/HSC Medicare Part C and D mail-order program only offers a 30 day supply on all medications.  
Answer:  True  False

#### STEP 9:

- After completing all questions, click **Submit all and finish**.
- Return to the home page and complete the following courses to finish your certification:
  - 2020 Producer Certification Form**
  - 2020 Producer Amendment**